

Arkansas State Library

2018-2019 Strategic Plan

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Arkansas State Library

Mission

The mission of the Arkansas State Library is to serve as the information resource center for state agencies, legislators and legislative staffs, to provide guidance and support for the development of local public libraries and library services, and to provide the resources, services, and leadership necessary to meet the educational, informational and cultural needs of the citizens of Arkansas.

Vision

The Arkansas State Library, through its dedication to support, enhance and expand free and open access to its unique resources and services, provides every Arkansan with the necessary tools to be fully engaged citizens. Through leadership and support by the Arkansas State Library, all libraries in Arkansas are equipped to develop and provide quality programs and services that support lifelong learning for all Arkansans, and are recognized as anchor institutions within their local communities.

Core Values

- Leadership
- Customer Service
- Stewardship
- Innovation
- Collaboration
- Integrity

Overview

The Arkansas State Library serves as the Regional Federal Depository, State Documents Depository, and United States Patent & Trademark Resource Center for Arkansas, and provides additional library resources and research services to support the work and information needs of state government. ASL provides free consultation, professional development, programming support, and leadership in collaborative initiatives to libraries across Arkansas, including the administration of the Traveler Statewide Database program whereby all schools, libraries and public citizens gain free remote access to a large collection of online resources. Finally, the State Library operates the Library for the Blind and Physically Handicapped, thus providing Braille, audio books, and other non-traditional library resources to 4,000+ citizens each year who would otherwise have limited or no access to traditional library services.

GOAL 1: ENSURE EFFICIENT MAINTENANCE AND GROWTH OF THE STATE DOCUMENTS DEPOSITORY AS A VITAL RESOURCE FOR ALL**ARKANSANS PER A.C.A. §13-2-210**

This goal supports the governor's state goals:
Efficient and Responsive
Educate

Objective #1: Grow the State Documents Depository collections

- **Strategy #1:** Collaborate and maintain existing network of state agency and state supported education institution partnerships to maximize submission of current and historical documents falling under purview of the depository.
- **Strategy #2:** Provide training and consultation to state agencies and state supported education institutions on depository requirements and submission procedures.
- **Strategy #3:** Identify and target outreach efforts toward state agencies not currently submitting to the depository to improve program compliance.

Objective #2: Maintain and expand digitization efforts to increase public access to state documents.

- **Strategy #1:** Digitize existing materials within the Arkansas Documents collections, including traditional print and analog multi-media materials.
- **Strategy #2:** Maintain a digital repository to store, manage, and provide online access to digital documents, and link all repository bibliographic records to the State Library's catalog for maximum content visibility.
- **Strategy #3:** Collaborate with state agencies and state supported education institutions to identify potential partnerships and historical or unique documents collections which would benefit from digitization by ASL staff and equipment per A.C.A. §13-2-207 (11) (A).
- **Strategy #4:** Implement a pilot program offering document digitization services to state agencies whereby the State Documents Depository gains access to new digital content while returning tangible materials the agency wishes to retain internally.

Objective #3: Provide local access to Arkansas documents via a statewide Depository Library System per A.C.A. § 13-2-212.

- **Strategy #1:** Maintain the State and Local Government Publications Clearinghouse.
- **Strategy #2:** Investigate recruitment opportunities for new state depository libraries.

Goal 1, cont.**Objective #4** Promote usage of Arkansas Documents.

- **Strategy #1:** Promote the visibility of the Documents' collections via the State Library website, internal and federated catalogs, and like promotional materials.
- **Strategy #2:** Develop training workshops and instructional materials on the use and value of Arkansas Documents for research activities.
- **Strategy #3:** Provide reference services, training, and research assistance in the use and retrieval of Arkansas documents to state government and the public.

Objective #5: Maintain or expand current service levels while facilitating collection growth by emphasizing workflow productivity, efficiency and cost containment.

- **Strategy #1:** Collaborate with state agencies to identify new technology, tools, or delivery methods available within existing budgets to expedite the submission process and accommodate digital trends.
- **Strategy #2:** Review and potentially revise existing depository requirements and relevant agency rules for currency, utility, and practicality.
- **Strategy #3:** Assess extant staff positions, workloads, and budget allocations, and investigate how new procedures, shifting work assignments or expenditures, or the implementation of new tools or technology, including task automation, can increase departmental output without sacrificing quality of service.
- **Strategy #4:** Identify and pursue grants or other cost sharing opportunities when implementing new projects requiring substantial new resources.

Objective #6: Provide for long term maintenance and perpetual access to the State Documents Depository.

- **Strategy #1:** Develop long-term preservation policies for both physical and digital collections.
- **Strategy #2:** Take appropriate preservation measures for physical items as needed.
- **Strategy #3:** Ensure all materials undergo full cataloging and each item is searchable from the library catalog and WorldCat federated catalog; includes maintenance of the Arkansas Documents Classification system.

GOAL 2: POSITION THE STATE LIBRARY AS STATE GOVERNMENT'S PREFERRED CHANNEL FOR INFORMATION

This goal supports governor's state goals:

Efficient and Responsive

Educate

Objective #1: Provide information services to state government agencies and employees.

A.C.A § 13-2-207(5)

- **Strategy #1:** Provide reference and research services to state employees for state agency work
- **Strategy #2:** Provide materials through interlibrary loan to state employees for agency work.

Objective #2: Provide access to information resources selected to support the research needs of state government per A.C.A. § 13-2-207 (1), (5).

- **Strategy #1:** Acquire, maintain, and provide access to traditional library resources selected to support the research needs of state government, including non-fiction, general reference, and periodical materials.
- **Strategy #2:** Acquire, maintain, and provide remote access to a collection of online databases selected to support the research needs of state employees from agencies with no institutional access to similar resources.
- **Strategy #3:** Provide visibility and facilitate access to State Library resources by ensuring traditional materials are individually cataloged and searchable from the State Library's online catalog, and that all databases are listed and accessible from the State Library website.

GOAL 3: PROVIDE EQUITABLE ACCESS TO INFORMATION

This goal supports governor's state goals:

Efficient and Responsive

Educate

Quality of Life

Grow

Health

Objective #1: Maintain and enhance the Traveler program, which provides institutional access to a collection of subscription databases to all public, school and academic libraries in Arkansas; and free remote access to the resources for all state employees and citizens of Arkansas via the State Library website's Traveler portal. A.C.A § 13-2-207 (5)

- **Strategy #1:** Maintain the Traveler Advisory Committee to ensure all library types are represented and collaborate with its members to ensure each database selected is fit for purpose, appropriate for its intended audience level, rich in content, and cost effective.
- **Strategy #2:** Compile annual database usage statistics to inform the value of subscription renewals and new selections.
- **Strategy #3:** Identify new methods or collection development initiatives by which the Traveler program can precisely benefit participating school and academic libraries, such as supporting specific programs of study, providing database resources for accreditation needs, or resources supporting other statewide learning initiatives such as STEM or coding.
- **Strategy #4:** Promote the use and visibility of the Traveler program by maintaining its portal on the State Library website: provide access to each database, instructional resources, and guidelines to facilitate institutional program registration.
- **Strategy #5:** Develop and implement a strategic marketing plan to promote program visibility and adoption throughout the state employing a variety of methods, including the State Library website, social media, instructional or promotional materials, workshops, and vendor database demonstrations.
- **Strategy #6:** Provide training and develop supplemental resources for both technical and end users through webinars, workshops, and instructional materials.
- **Strategy #7:** Identify potential partnerships, collaborations, or other cost sharing opportunities to increase the resource buying power of the Traveler program.
- **Strategy #8:** Collaborate with agencies such as Arkansas Department of Education and Arkansas Department of Higher Education to develop joint programs for the professional development or continuing education of both educators and librarians.

Goal 2, Cont.

Objective #2: Serve as the Regional Federal Depository Library for the state of Arkansas per ACA § 13-2-210 and in accordance to Title 44 U.S.C. §§ 1901-1916 and the *Legal Requirements & Program Regulations of the Federal Depository Library Program*.

- **Strategy #1:** Per §1912, receive into the Federal Documents Collection a copy of all new or revised federal publications authorized for distribution to depository libraries.
- **Strategy #2:** Per §1911, permanently retain in at least one tangible format all government publications received through the FDLP.
- **Strategy #3:** Provide visibility and facilitate access to the Federal Documents Collection by ensuring documents in all formats are individually cataloged and each item is searchable from the State Library's online catalog and WorldCat federated catalog.
- **Strategy #4:** Per §1912, provide interlibrary loan, reference services, and assistance to selective federal depository libraries in the discard of federal documents for the state of Arkansas.
- **Strategy #5:** Promote the utility and value of federal government information by providing training opportunities and developing instructional materials.
- **Strategy #6:** Provide leadership for the selective federal depositories of Arkansas by serving as a contact with the Government Publishing Office, maintaining a comprehensive statewide collection development plan and relevant policies, heading the Arkansas Documents Consortium, and steering statewide initiatives involving federal documents.
- **Strategy #7:** Investigate and seek out opportunities for national or regional collaboration or partnerships involving the FDLP which enhance the State Library's collections, services, or role as Regional, and are budget neutral.

Objective #3: Maintain and expand the Arkansas Collection per ACA § 13-2-207 (2).

- **Strategy #1:** Acquire new materials pertaining to Arkansas and its people, resources, or history maintained in a separate depository collection.
- **Strategy #2:** Promote visibility of the collection by ensuring all items in the Arkansas Collection are fully cataloged and searchable from the State Library's online catalog.
- **Strategy #3:** Develop a long-term preservation policy and possible digitization plan to replicate analog multimedia materials currently under copyright protection.
- **Strategy #4:** Maintain existing collection, and take appropriate preservation measures as needed.

Goal 3, Objective 3, Cont.

- **Strategy #5:** Promote usage of the collection by providing reference assistance, developing or maintaining promotional displays, webpages, and research guides.

Objective #4: Provide research materials to inventors and entrepreneurs

- **Strategy #1:** Maintain the Patent and Trademark Resource Center.

Objective #5 : Enhance access to information for lifelong learning for all Arkansans

- **Strategy #1:** Create a state-wide reading initiative (the If All Arkansas Read the Same Book project) and coordinate author visits, publicity items, and presentations.
- **Strategy #2:** Maintain book club collection for delivery and use in public, private, academic, and institutional library sponsored book clubs throughout Arkansas.
- **Strategy #3:** Coordinate the annual Letters about Literature reading and writing competition for students in grades 4 through 12 in schools across Arkansas by collaborating with the Center for the Book at the Library of Congress and with public schools in Arkansas.
- **Strategy #4:** Promote recently published Arkansas authors and books about Arkansas via poster and bookmark development and distribution to Arkansas public and school libraries.
- **Strategy #5:** Support Arkansas' readers' choice book awards for readers of all ages through promotion of selected books to school and public libraries with posters, bookmarks, and other communication tools and administrative support for the award committees.

GOAL 4: ARTICULATE AND ADVANCE THE VALUE OF ARKANSAS LIBRARIES AS ESSENTIAL TO OUR COMMUNITIES AND STATE

This goal supports governor's state goals:

Efficient and Responsive
Quality of Life
Educate
Grow
Safety
Health

Objective #1: Aid in the development of local libraries. A.C.A. §13-2-207 (6 – 10)

- **Strategy #1:** Administration of State funds to any county, municipal and regional library that qualifies for the State Aid to Public Libraries. A.C.A. §13-2-707 (10)
- **Strategy #2:** Provide financial assistance to every public library to address the training and education needs of public library staff. A.C.A. §13-2-707 (6 – 7)

Objective #2: Provide Continuing Education training to further professional development of library staff by offering ongoing training in all phases of library management and operations to librarians in various types and sizes of libraries in all regions of the state to encourage the highest possible quality of library service to Arkansans. A.C.A § 13-2-204(7)

- **Strategy #1:** Offer workshops on varied topics to library staff throughout Arkansas.
- **Strategy #2:** Offer a Children's Services Workshop of specialized training for library personnel working with children and teens, including sessions conducted by national speakers, local librarians, and/or local resource people on various topics related to library services for children's and teens.

Objective #3: Provide consulting services to librarians, trustees, and other interested persons on all aspects of library development, library programming, and library operations. A.C.A §13-2-207(6)(8)

- **Strategy #1:** Offer consulting services to individual libraries on a variety of topics.
- **Strategy #2:** Publish and distribute the Arkansas Public Library Laws Annotated.
- **Strategy #3:** Administer the Public Libraries Survey through the development, collection, and extrapolation of data. These statistics are used to determine eligibility for State Aid to Public Libraries. In addition, these statistics represent Arkansas's public libraries in the Institute of Museum and Library Services (IMLS) national data collection program for public libraries. A.C.A. § 13-2-208 (b)(1)
- **Strategy #4:** Partner with state agencies and other organizations to inform Arkansas citizens of their programs through public libraries.

Goal 4, Cont.

Objective #4: Provide professional materials and collaborative opportunities to Arkansas libraries.

- **Strategy #1:** Maintain and promote the usage of a circulating Library Science Collection tailored for the research and professional development needs of library staff and students across Arkansas in support of ACA § 13-2-207 (7).
- **Strategy #2:** Facilitate or administer statewide library consortia, and investigate opportunities for the development of any new consortium of benefit to Arkansas library systems in accordance to ACA § 13-2-207 (10).

Objective #5: Increase participation in the statewide Summer Reading Program.

- **Strategy#1:** Maintain state membership and actively participate in the Collaborative Summer Library Program (CSLP), which develops summer library programs for children, teens, and adults.
- **Strategy #2:** Provide the basic components (manuals, print materials) needed to conduct a quality Summer Reading Program to all participating public libraries in Arkansas. ASL will purchase and distribute print materials from the CSLP vendor for each library's use.

Objective #6: Expand Accessibility to non-English and English as a Second Language speakers, as well as those with reading problems, such as dyslexia, ADD, ADHD, etc.

- **Strategy 1:** Purchase *Browsealoud Chrome* plugin for computers in public libraries in Arkansas.

GOAL 5: PROMOTE A STRONG TECHNOLOGICAL ENVIRONMENT FOR LIBRARIES STATEWIDE

This goal supports governor's state goals:

Efficient and Responsive

Quality of Life

Objective #1: Maintain the Arkansas State Library IT infrastructure and its' unique technology for ASL employees to provide service to state agencies and libraries throughout the state.

- **Strategy #1:** Acquire the technology necessary to effectively, securely, and efficiently manage agency resources.
- **Strategy #2:** Manage and support in-house technology for seamless access to State Library sources and services.

Objective #2: Enhance the technological environment of Arkansas libraries by providing IT consultation services and facilitating opportunities for the testing/implementation of new and emerging technologies.

- **Strategy #1:** Provide technology training and support to public libraries throughout the state.
- **Strategy #2:** Showcase leading technology through a Tech Petting Zoo.
- **Strategy #3:** Provide E-Rate Support via training on E-Rate guidelines and application process, including procurement procedures. Provide application assistance and consultation for entire E-Rate cycle from procurement through final invoicing.
- **Strategy #4:** Conduct Network Assessments for a small number of Arkansas public libraries. Ideal candidates do not have technology staff to complete assessment in-house. Resulting network assessment and map will aid the library in determining what is required to upgrade their network. This information will be used by the library in filing an E-Rate application to partially fund the upgrade.
- **Strategy #5:** Support Coding Programs in Arkansas Public Libraries. Arkansas youth have exposure to Computer Science (CS) and coding in school due to Governor Hutchinson's Computer Science in Every School Initiative. School libraries have played a large role in ushering in coding programming and assisting with integrating CS into the curriculum. Public libraries are an excellent partner to provide a continuum of coding opportunities for youth in a community. Public Library Coding Programs will teach library staff the basics of coding, how to facilitate a coding program, and empower librarians to engage with the local community for volunteers, funding or collaboration across library type.

GOAL 6: PROVIDE SERVICES TO BLIND AND PHYSICALLY HANDICAPPED CITIZENS

This goal supports governor's state goals:

Efficient and Responsive

Quality of Life

Objective #1: Maintain and grow Library for the Blind use by Arkansans with visual, reading, and physical disabilities per A.C.A. § 13-2-207 (4)

- **Strategy #1:** Provide non-print public library service directly to Arkansans who are unable to use standard print material due to a visual, physical, or reading disability.
- **Strategy #2:** Advise and assist library patrons and members of the general public in all aspects of library service for the blind and physically handicapped.
- **Strategy #3:** Increase the number of Arkansans aware of the Library for the Blind through exhibits and presentations.
- **Strategy #4:** Increase the number of volunteers to assist with the growing library needs of the most vulnerable Arkansans.
- **Strategy #5:** Participate in a six-month pilot test with the Library of Congress National Library Service for the Blind (NLS) to provide digital audio books on demand. Duplication on Demand (DoD) is a mode of operation in which copies of requested books are created when required and the media (USB flash memory cartridges) is reused when the circulation completes.

Organizational Chart

